

SHARED VISION

July 2001 • Volume 10 Issue 2

PA'AHANA AWARD WINNERS

Our first Pa'ahana award winner is *Julita Aggacid*. This vivacious, alert, and outstanding Sales Associate is married and the mother of two girls, ages 16 and 9.



Julita loves to cook. She enjoys preparing Filipino dishes, especially noodles and pinakbet. She also tries to spend as much time as

possible with her children. One place they frequent is Ala Moana beach. Julita is employed part-time with ITS. When she is able to find time for herself, Julita watches TV channel 51, the Filipino channel. She especially loves to watch dramatic movies.

Julita started her employment with Blind Vendors Ohana on June 1, 1999. She enjoys working for Ohana because, she says, "The bosses and employees are GOOD!"

Virginia Ibay is our next Pa'ahana award winner. This is the second time she is receiving this award. Virginia is a very

personable, friendly, industrious, and loyal employee. You can find her working diligently in Ohana's Accounting Department. She has two children, ages 18 and 13.



Virgie is a very motivated woman. She walks and runs an hour every day. She tries to spend as much time as possible with her children. Some of the things they enjoy are shopping together or just chatting with

WHAT'S IN THIS ISSUE

Pa'ahana Award Winners.....	Pages 1-2	A Message From the President	Pages 4-5
Congrats Grads.....	Pages 2-3	Operations Manager's Message.....	Page 5
Babies are Special	Page 3	Some Important Instructions for Living	Page 5
Proud to be an American	Page 3	Attitude	Page 5
Women's Fitness Competition.....	Page 4	A Look at Ohana	Page 6
Ohana Gets Another Award	Page 4		

each other. Virgie also works at the Salt Lake Chevron Station during the weekends. Virgie finds it very fascinating and enjoyable to get on the computer and meet people in the chatrooms.

Marc Morikami,

a warehouse employee, is our third Pa'ahana award winner. He is receiving this award for the second time. He is an outgoing, friendly, dependable and a very responsible worker. Marc is quite a handy person to have around. You can find him working with the warehouse workers stocking supplies in the stores and checking in magazines and books with various companies. He is also busy assisting Victor and Garret installing and changing fixtures and doing whatever is necessary to keep Ohana operating efficiently. Marc has been with Blind Vendors Ohana for 6 years.



Marc has diverse interests including the installation of car stereos, fishing and diving. He says he does not have any favorite

places to fish or dive, he just enjoys going wherever he can.

Robert Smith, a Sales Associate, is our final Pa'ahana award winner. He is a very cooperative, reliable, and pleasant employee.

Robert enjoys playing golf, but does not frequent the courses as often as he once did. His favorite courses are Barbers Point Golf Course and the Marine Base Golf Course, which partially overlooks the ocean.



Robert loves to travel and has visited Europe several times with his late parents. He enjoyed France a lot, but found the French Riviera most exciting. The roulette table was his favorite, probably because he won quite a few dollars there. Periodically, Robert flies to Las Vegas and stays at the California Hotel. He finds down town Vegas easier to win than other places in Vegas. He enjoys playing the slot machines.

Robert likes working for Ohana because he says, "The management, owners and employees are very nice." He also said he was honored to have been selected as a Pa'ahana award winner.

CONGRATS GRADS!

Linda Ortiz, daughter of **Sa** and **Victor Ortiz**, graduated from Pearl City High School on Saturday, June 2, 2001. While in school she participated in community service activities and spent a great deal of time at Camp Pupukea assisting the staff with various activities. Linda also worked for Blind Vendors Ohana as an on-call Sales Associate.



Linda enjoys playing volleyball and spending time with her family and friends. She likes to cook and attributes her interest in the culinary arts to her dad, who is an excellent cook, as many of you already know. Linda says that by watching her dad cook, she has learned a lot about the art of cooking.

Butch Ibay, son of *Virginia Ibay*, graduated with honors from Farrington High School on Saturday, June 2, 2001. While in school, he was active in a program, "Interact". This program included drama, photography and video production.



Butch is now in the Army Reserves stationed in Missouri. He will be away for four months. When he returns he plans to attend the University of Hawaii in the Department of Business Administration. His major goal is to be a financial specialist.

Linda Nguyen, daughter of *Tran Nguyen*, graduated with honors from Kaimuki High School on Saturday, June 2, 2001. (Tran is a part-time Sales Associate working in the Interisland Commuter Terminal.) Linda was a cheerleader for Kaimuki High School and participated in many competitions in Hawaii and on the mainland. The

cheerleading group she was on won several awards.



Linda will be attending the University of Hawaii and plans to major in medicine. She hopes to be a pediatrician one day. Linda received a full one year scholarship. She will be a cheerleader for University of Hawaii.

BABIES ARE SPECIAL

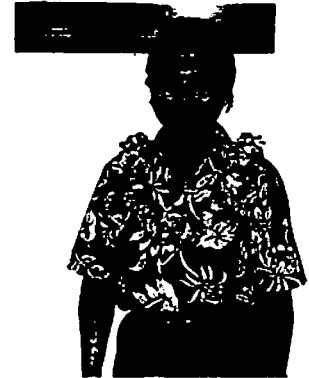


Jacob Tavita Filo Tu is the brand new son of *Tavita* and *Christie Tu*. Tavita is an employee in Ohana's warehouse. Jacob made his appearance on Tuesday, May 8, 2001 at Kapiolani Medical Center. He weighed in at 6 pounds and 11 ounces and was 19 ¾ inches in length. Proud daddy says, "Jacob looks exactly like me and is very cute".

On June 2, 2001, *Linda Ortiz* was blessed with the arrival of her son, Mikey.

He was born at Kapiolani Medical Center. He weighed 5 pounds and 9.6 ounces and was 18 ¾ inches in length. Proud mommy says Mikey is so adorable and looks like her.

PROUD TO BE AN AMERICAN



Blind Vendors Ohana warmly congratulates *Brenda Bart* on receiving her certificate of citizenship of the United States of America. She applied for citizenship in December, 2000, and took the required test on March 19, 2001. The momentous day for Brenda was on April 18, 2001. On that day, she participated in a ceremony held in the Federal Court. Brenda received her certificate and was sworn in as a citizen of the USA. Brenda says, "It was a happy day for me and my family when I received my citizenship. It was a great accomplishment for me. Since then, I think I have the strength and courage to go on and achieve any goals that I may set in the future."

WOMEN'S FITNESS COMPETITION WINNER



Congratulations go out to *Tran Nguyen* and her daughter, Christine. This beautiful and physically fit young woman recently participated in and won a women's fitness competition here in Hawaii.

Christine is a third year student at Hawaii Pacific University and is majoring in computer science. She is also a cheerleader at HPU.

OHANA GETS ANOTHER AWARD

Once again, Ohana received an award for supporting the Ho'okipa Aloha Council's efforts to make the Honolulu International Airport the most hospitable using Hawaii's host culture and promoting the "Aloha Spirit" to greet and assist travelers. *Walter Ishikawa*, *Tommy Morikami*, and *Jim Kahue* represented Ohana at this

years Ho'olaulea hosted by the Council on April 28, 2001, at the Center Stage and Garden Conference Rooms to honor all the volunteer greeters, musicians and hula dancers. About 10 groups comprised of kids, teenagers, adults, and senior citizens performed Hawaiian music and dances; while a large crowd of happy and interested group of travelers, VIP's and airport employees watched, clapped and snapped their cameras.



At noon, Ho'okipa hosted a tasty Hawaiian luncheon and Hawaiian entertainment honoring all the volunteer, State officials, and businesses, like Blind Vendors Ohana, SmartCartes, Greeters of Hawaii, VIP Transportation and others. The picture shows, *Walter Ishikawa* accepting the inscribed wooden bowl given to Ohana by the Ho'okipa Council for the support we have given.

A MESSAGE FROM THE PRESIDENT



A handwritten signature in black ink, appearing to read 'Filo Tu'.

Filo Tu

Blind Vendors Ohana celebrated its' 7th year anniversary on Friday, June 1, 2001. In celebration of this special occasion, lunch was provided to everyone working that day; employees not working that day were welcomed. The delicious menu included sweet and sour spareribs, teriyaki beef, mochico chicken, mahi mahi, rice, sushi, macaroni salad, and noodles. To top it off, Ohana employees were given bonuses. This was truly an exciting and memorable event. I would like to congratulate everyone for accomplishing another year.

I would like to remind everyone about the huge inventory shortage that was detected this past fiscal year. This is a serious issue that shouldn't be taken lightly. To reduce and/or eliminate inventory shortages, we need to work together. I know that it will be tough, but

I believe that all of you will cooperate, so everyone will need to be more alert on what is going on in the stores. Inventory will be taken again in December. If inventory does not improve, drastic measures will be taken. I hope that we will continue to be successful for many years to come!

OPERATIONS MANAGER'S MESSAGE



Garret Suzuki

The bottom line in good customer relations is to make the customer feel better for having come to our stores. This basic tenet in business applies to every one in Ohana's employ who is privileged to wear Ohana's uniform -- Sales Associates, Supervisors, Leads, Warehousemen, Managers, Office Staff and even the three owners.

One simple way to achieve good customer relations is to try to be a "good guy" to each customer. A warm greeting and a

sincere "thank you" go a long way in making people feel good for shopping in our stores.

Best of all; to those who truly practice good customer relations--you will feel happier on the job and you will enjoy people more. It truly pays to practice good customer relations.

SOME IMPORTANT INSTRUCTIONS FOR LIVING (AND WORKING) FROM DALAI LAMA

1. Don't let a little dispute injure a great friendship
2. When you lose, don't lose the lesson
3. Follow the three R's: Respect for self, Respect for others, Responsibility for your actions
4. Remember that not getting what you want is sometimes a wonderful stroke of luck
5. When you realize you've made a mistake, take immediate steps to correct it
6. Open your arms to change
7. Remember that silence is sometimes the best answer
8. Once a year, go someplace you've never been before

9. Judge your success by what you had to give up in order to get it

10. In disagreements with loved ones, deal only with the current situation. Don't bring up the past

ATTITUDE

The longer I live the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company...a church...a home. The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude...I am convinced that life is 10% what happens to me and 90% how I react to it.

And so it is with you...we are in charge of our attitudes.

A Look at OHANA

